

Verizon New England Inc.

1. Centrex Service

1.1 Description

Rates and charges for services explained herein are contained in Part M, Section 8. Service charges referred to herein are explained in Part A, Section 3 and contained in Part M, Section 1.

1.1.1 General	
A.	Centrex is a business telecommunication system in which the controlling dial switching equipment is located at a Telephone Company analog or digital central office that normally serves the principal premises of a customer.
B.	Exchange Usage —Subject to the provisions in Part A, Section 1 and Section 5, Centrex is available on a measured service-4E or unlimited service basis in accordance with the service offerings in the exchange of connection.
C.	Centrex is available to hotels, motels, or similar establishments for the use of management, residential guests, and tenants.
D.	Centrex is offered only where suitable central office facilities are available.
E.	Basic Features provided as part of the Centrex offering are as follows. <ol style="list-style-type: none"> 1. Direct Inward Dialing (DID) allows incoming calls from the local exchange and long distance network to reach an individual station or group of stations in the system without the assistance of an attendant. 2. Direct Outward Dialing permits stations of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code (generally the number 9). 3. Station-to-Station Dialing (Dial Intercommunication) enables individual station users in the system to directly dial other stations in the same system without the assistance of an attendant. 4. Automatic Identification of Outward Dialing provides for recording and identifying by station line of Telephone Company billed outward direct dialed and operator handled long distance calls.
F.	Basic Line Classes (station treatments) provided as part of the Centrex offering are as follows. <ol style="list-style-type: none"> 1. Unrestricted lines are those arranged to originate and receive local exchange, long distance and intercommunicating calls. 2. Partially Restricted Originating lines are those arranged only to receive local exchange and long distance calls and to intercommunicate with other stations in the system. 3. Partially Restricted Terminating lines are those arranged only to originate local exchange and long distance calls and to intercommunicate with other stations in the systems. 4. Fully Restricted lines are those arranged for intercommunicating calls only.

Verizon New England Inc.

1. **Centrex Service**
1.1 **Description**

1.1.1 **General**

- | | |
|----|--|
| G. | Adjunct Features either standard or optional, may be provided depending upon the type of Centrex system and the switching equipment of the serving central office. The features are described in Section 2. |
|----|--|

Verizon New England Inc.

1. Centrex Service
1.2 General Regulations

1.2.1 Responsibility of the Telephone Company	
A. Requests for Service—	The Telephone Company reserves the right to refuse a request for the installation of Centrex and/or its adjunct feature CLAS based on the availability and/or potential reusability of central office or outside plant facilities.
B. Limitations	
1.	Unless otherwise specified, a combination of Centrex product offerings is not permitted within the same system.

(D)
—
(D)

1.2.2 Responsibility of the Customer	
A. Charges—	When Centrex is furnished to a hotel, motel, or similar establishments, the management is responsible for all charges for telephone messages, telegrams, cablegrams and radiograms sent-paid from or received collect at telephones equipped with Centrex, whether sent or received by the management or by others.
B. Special Construction—	Highway construction, private property construction to one building, and special conditions regulations are as set forth in Part A, Section 2.
1.	If it is determined by the Telephone Company that carrying plant on the same continuous property is required, other than as specified above for private property construction, the carrying plant must be installed and maintained by the customer at his expense. The Telephone Company will install and maintain the associated circuit construction at its expense. The cost of pole or conduit replacement or opening and closing the trench in connection with maintenance and replacement of the circuit shall be assumed by the customer.
C. Equipment Space and Power—	The appropriate electric current and outlets necessary at the customer's premises, if required, are provided at the customer's expense.

1.2.3 Principal Premises	
A.	The principal premises for the service is considered to be the premises of the customer where the attendant position or designated answering location is located.

Verizon New England Inc.

1. Centrex Service
1.2 General Regulations

1.2.4 Routing of Calls	
A.	When telephones of a Centrex are located in an exchange other than that serving the principal premises, outgoing calls are routed through the exchange serving the principal premises. Other service arrangements may be provided, at appropriate rates and charges, if the services are compatible with the Centrex service furnished.
1.	However, if a Centrex customer requires direct access to the exchange and toll network from the exchange normally serving the area where these Centrex telephones are located, main telephone exchange service or Private Branch Exchange (PBX) type trunk lines, as appropriate may be provided in accordance with tariff regulations, rates and charges. These lines are provided only for use by the telephones at the off-premises Centrex location or satellite service location, where provided, and do not provide Centrex toll identification or DID service into the Centrex system.
B.	Centrex does not require special attendant position equipment for answering and transferring incoming calls to stations within the system. Incoming calls to the system's listed directory number are routed to an individual station line or lines designated for the system's answering location. A night service arrangement may be provided optionally by establishing a call pickup group for this purpose. Calls then may be transferred to other stations in accordance with the system's standard or optional features. If special attendant position equipment is utilized with the system, additional charges, based on cost, may be applicable.

1.2.5 Intercept of Calls	
A.	Intercept of calls to disconnected or vacant telephone numbers is provided by means of an announcement of a general nature for in-service systems and a temporary reference of incoming calls to a single working telephone number that is specified by the customer for completely disconnected systems.

Verizon New England Inc.

2. Adjunct Features

2.1 Centrex Line Administration System (CLAS)

2.1.1	Description
A.	CLAS is an optional feature arrangement available to analog and digital Centrex and superseded Centrex customers served from suitably equipped central offices, subject to the availability of facilities.
1.	CLAS permits customers to participate in the administration of a Centrex system by making certain changes in the Centrex line and feature arrangements on all lines in the Centrex system (except for those specified in Section 2.1.1C) without the issuance of regular Telephone Company service orders. The customer participates in making these changes through dial up access to Telephone Company facilities using a compatible customer provided data terminal by entering the translation change messages as prompted by CLAS.
2.	CLAS provides a means for customers to maintain a directory of Centrex line telephone numbers and to produce a per line inventory for customer verification of features.
B.	CLAS allows the following standard package of feature capabilities to be available for all compatible lines in a Centrex system.
1.	Access to Call Pickup Groups
2.	Access to Speed Dialing Six Groups
3.	Access to Speed Dialing Thirty Groups
4.	Call Forwarding Busy Line
5.	Call Forwarding Don't Answer
6.	Call Forwarding
7.	Call Waiting Terminating
C.	Lines which are considered incompatible with CLAS are those associated with the following.
1.	Attendant Lines
2.	Make Busy Arrangements
3.	Multi-line Hunt Groups
4.	Night Service Arrangements
5.	Spare numbers within a customer group
6.	Special hardware/software configurations
7.	Stop Hunt Arrangements

(T)
|
(T)

Verizon New England Inc.

2. Adjunct Features
2.1 Centrex Line Administration System (CLAS)**2.1.2 Responsibility of the Telephone Company**

- A. Change messages received by the Telephone Company by 4:30PM on any business day will normally become effective by 8:30AM on the following business day. All normal or emergency functions of the electronic central office will have priority over the execution of customer change requests. The Telephone Company assumes no responsibility for change requests delayed by priority ESS functions.

2.1.3 Responsibility of the Customer

- A. **Interchange of Centrex Telephone Numbers**—The customer may interchange working telephone numbers associated with CLAS compatible lines within the customer's Centrex system. The customer is responsible for providing and updating designation strips on associated premises equipment. When interchanging telephone numbers, the following non CLAS optional features, if provided, will remain associated with the original line and will not follow the interchanged number. Any changes involving non CLAS lines and features and all Centrex line treatments will continue to require processing of regular Telephone Company service orders for which appropriate tariff charges apply. Such orders will be based on customer maintained records.
1. Automatic Callback Calling
 2. Call Forwarding Over Private Facilities
 3. Call Hold
 4. Call Transfer All Calls
 5. Call Waiting Originating
 6. Control of Speed Dialing Lists
 7. Dial Call Waiting Originating
 8. Directed Call Pickup With or Without Barge In
 9. Inside/Outside Ringing
 10. Diversion Arrangements
 11. Presubscription to a Primary Interexchange Carrier
 12. Reminder Ring (Call Forwarding)
 13. Two-Digit Speed Dialing

(T)
|
(T)

Verizon New England Inc.

2. Adjunct Features

2.1 Centrex Line Administration System (CLAS)

2.1.4 Regulations	
<p>A. Addition and Deletion—The customer may add or delete the CLAS feature capabilities to all CLAS compatible lines.</p> <p>1. Access to Call Pickup Groups and Access to Speed Dialing Six and Thirty Groups speed dialing lists may be added or deleted, however, they must be ordered as required through a Telephone Company service order for which appropriate rates and charges apply.</p>	
<p>B. Changes</p> <p>1. The customer may change the number to which a call is forwarded on lines equipped with Call Forwarding Busy Line or Call Forwarding Don't Answer. Lines equipped with these features can forward to Centrex lines that are incompatible with CLAS. (T)</p> <p>a. The customer may change the number of rings before the call is forwarded on lines equipped with Call Forwarding Don't Answer. (T)</p> <p>2. The customer may change the hunting sequence associated with a Centrex line provided both numbers are within the Centrex system. A service order is required to establish a multi-line hunt group. Centrex lines in a multi-line hunt group are not compatible with CLAS, however, series hunting to a multi-line hunt group is permitted.</p> <p>3. A customer who subscribes to the electronic tandem switching feature ARS Deluxe can change the facility restriction level of a Centrex line to one of eight allowable predefined codes which determine the Centrex line's network calling privileges.</p>	
<p>C. Activation/Deactivation—The customer may activate or deactivate service on all lines compatible with CLAS. Deactivated lines may receive only incoming intercom calls and cannot be used to originate calls. When CLAS is used to deactivate a line, monthly billing continues unchanged unless otherwise authorized. Disconnections or changes involving monthly billing continue to require processing of regular Telephone Company service orders for which appropriate tariff regulations and charges apply.</p>	
<p>D. A customer may transmit up to 75 transaction change messages a day. Only one transaction change message is required for all feature changes made on a line, however, three transaction change messages are required to interchange Centrex line telephone numbers.</p> <p>1. Availability of access may be subject to user contention. No special provisions will be made for transmission support.</p>	

2.1.5 Application of Rates and Charges
<p>A. Service Establishment charges are one time charges that apply for the initial activation of CLAS.</p>

Verizon New England Inc.

2. Adjunct Features

2.2 Electronic Tandem Switching (ETS) Features

2.2.1	Description
A.	General —ETS features are provided subject to the availability of suitable central office equipment with the appropriate generic program. Automatic Route Selection Deluxe and Facilities Restriction Levels are prerequisites for all ETS features.
B.	<p>Automatic Route Selection (ARS) Deluxe provides automatic routing of outgoing calls over alternative customer facilities based on the call destination. The telephone user or Centrex attendant dials a facilities access code (e.g. level 8) followed by a ten-digit DDD number. The Centrex routes the call over the first available special trunk facility (such as WATS, FX, or other similar facility equipped to accept a DDD-like number) checking in a customer specified sequence. DDD overflow may be included as a final route. Alternative routes may also include tie lines to a distant Centrex or Private Branch Exchange (PBX) equipped with ARS Deluxe. When such routing is used, the facilities restriction level associated with the call is transmitted to the distant Centrex or PBX as a traveling class mark which is only provided in conjunction with uniform numbering. This feature provides all number translations and supervision necessary to route the call including the capability to route calls off network via a main PBX or Centrex. Incoming tie lines from subtending locations (i.e. main or tributary PBXs or Centrex's) may be arranged to have automatic access to ARS Deluxe. This permits telephone users at these locations to dial just a single access code to use ARS Deluxe. Route Selection Pattern by NPA and Central Office Codes provides for routing to one NPA area code or to one or more central office codes within that NPA per pattern.</p> <p>1. Time of Day Routing permits selection of first choice and alternate routes for off network routed calls to vary depending on which of up to three sets of ARS Deluxe routing patterns is in effect. This permits the customer to take advantage of variations in long distance calling rates or traffic patterns as a function of time. Both automatic and manual controls of ARS Deluxe routing pattern selections are provided.</p>
C.	<p>Customer Administration and Control permits the customer to administer station and electronic tandem switching features and to obtain traffic measurements and recent circuit assurance data from one or more switching locations. One central office common equipment is required in connection with furnishing of Facilities Administration and Control and/or Traffic Data to Customer.</p> <p>1. Facilities Administration and Control provides customer administration of the assignment of parameters that determine user calling privileges, such as facilities restriction levels and authorization codes. Manual control (override) of time of day routing and activation and deactivation of trunk group queues are provided.</p> <p>2. Traffic Data to Customer provides the customer with the capability to automatically poll switching locations on a daily or hourly basis to obtain traffic measurements, including peg counts, usage, and overflow data in connection with appropriate customer premises equipment. Summary reports, exception reports, and complete traffic register outputs may be obtained. The status of time of day routing is included in the traffic data.</p>

Verizon New England Inc.

2. Adjunct Features**2.2 Electronic Tandem Switching (ETS) Features**

2.2.1	Description
D.	<p>Deluxe Queuing permits telephone users to be placed in a queue whenever all routes for completing a particular call are busy. The queue may be a Ringback Queue (RBQ), in which case the user goes on-hook and is called back when a trunk becomes available, or an Off-Hook Queue (OHQ), in which case the user remains off-hook and is connected to a trunk when it becomes available. Telephones may be designated either RBQ or OHQ. Telephones at tributary locations connected to the ESS Centrex by tie lines are limited to OHQ. The customer must specify OHQ or RBQ on a per Centrex group basis for all telephones in the ESS Centrex group. Tie trunk originated calls must be served by OHQ if queuing is to be provided to such calls. OHQ Slot With Music requires music on queue common equipment. The customer can select one of the following options.</p> <ol style="list-style-type: none"> 1. All OHQ from telephones at the equipped Centrex and subtending locations 2. Combined— RBQ from telephones at the equipped Centrex and OHQ from subtending locations.
E.	<p>Facilities Restriction Levels (FRL)— Associated with each authorization code, each ETS Centrex station line, and each incoming tie line group from subtending locations, this feature determines both the types of calls and types of facilities within the calling privileges of the associated user. The FRL is used in routing calls via ARS Deluxe and (if provided) Uniform Numbering/Automatic Alternate Routing. When the FRL is transmitted over a tie line to a distant PBX or Centrex equipped with ARS Deluxe, it is called a traveling class mark. Up to eight FRLs may be provided.</p> <ol style="list-style-type: none"> 1. Controlled Alternate Facilities Restriction Levels— FRLs associated with station lines, incoming tie trunks and authorized codes may be upgraded or downgraded in accord with the predetermined alternative set of FRLs. The alternative FRLs are controlled from the attendant console. 2. Traveling Class Marks (TCM) permits the ARS Deluxe feature at a distant PBX or Centrex to determine the best available facility consistent with the user's calling privileges. When the ARS Deluxe feature chooses a tie line to a distant location, the TCM is sent over the tie line. The TCM is equivalent to the FRL. 3. Authorization Code provides for a telephone user to dial a code which overrides the FRL associated with that telephone line or incoming tie line (main, satellite, or tributary user). The equipped ESS Centrex requests dialing of the authorization code when the default FRL (i.e., the FRL associated with the telephone line or incoming tie line) has insufficient privileges to complete the call. The authorization code may be recorded in the station message detail recording record of the call.
F.	<p>Station Message Detail Recording to Premises (SMDR-P)</p> <ol style="list-style-type: none"> 1. SMDR-P as set forth in this Section 2.2.1.F. has been replaced by SMDR as set forth in Sections 5.1.1.C. and 5.2.1.D. Notwithstanding the regulations set forth in Sections 5.1.1.C. and 5.2.1.D. following, the Telephone Company will continue to provide SMDR-P as set forth in this Section 2.2.1.F. to customers who are subscribing to SMDR-P as of November 30, 2002. 2. SMDR-P provides for collection (and transmission to the customer's premises via dedicated facilities) of message detail records associated with calls placed using the ARS Deluxe and Uniform Numbering/Automatic Alternate Routing. Centrex station lines or specified facility groups can be arranged for the recording of SMDR records.

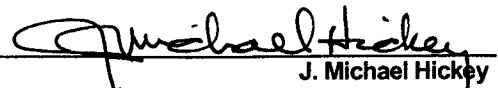
(T)

(N)

(N)

(T)

Issued: October 31, 2002
Effective: November 30, 2002


J. Michael Hickey
President-NH

Verizon New England Inc.

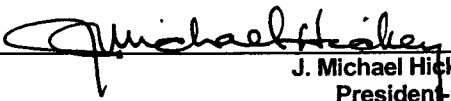
2. Adjunct Features
2.2 Electronic Tandem Switching (ETS) Features

2.2.1 Description	
F. (Continued)	
3.	Customers with SMDR-P connected prior to November 30, 2002, may retain their service unless their designated premises is moved, or they request a change to the service that results in disconnection of service.
G.	Uniform Numbering/Automatic Alternate Routing (UN/AAR) provides automatic routing of calls between customer locations interconnected by tie lines. The telephone user or attendant dials an access code followed by a seven-digit number that identifies each customer station line. The number consists of a three-digit location code and a four-digit telephone code. This feature provides the number translation and supervision necessary to route the call. When the same access code(s) is followed by a ten-digit DDD number, the call is automatically routed via ARS Deluxe. When a tie line is terminated in UN/AAR, an ETS-type tie line and ETS-type group termination is required. The ETS-type tie line and ETS-type group terminations are provided in association with the ARS Deluxe and/or UN/AAR.
1.	Automatic Alternate Routing provides automatic routing of tie line calls over up to four alternate tie trunk groups. Facilities are selected in descending order of desirability for placing a particular call.
2.	Automatic Overflow to DDD provides that the call may be optionally routed via the local exchange access to the listed directory number or DID equipped telephone at the distant PBX or Centrex when all tie line routes are busy. (The DID telephone number and uniform number must be the same.)

(N)
|
(N)

2.2.2 Application of Rates and Charges	
A.	Service Establishment charge is a one time charge that applies for the installation or subsequent additions of the ETS features.
B.	Deluxe Queuing Music on Queue — The connecting channel between the serving central office common equipment and the music source on the customer premises will be provided at rates and charges for the appropriate private line voice grade channel.
C.	Station Message Detail Recording to Premises — The per facility terminated in ARS-D or UN/AAR patterns charge applies to each facility terminated in ARS-D or UN/AAR patterns whether or not an originating record is provided to the customer.
1.	Data channels required between serving central office common equipment and terminal equipment on customer premises are provided at rates and charges for private line data channels.
D.	Facilities Restriction Levels for Centrex station and incoming or two-way tie line terminations, when associated with ETS group terminations will have S&E charges and monthly rates applied per tie line channel arranged.

Issued: October 31, 2002
Effective: November 30, 2002


J. Michael Hickey
President-NH

Verizon New England Inc.

2. Adjunct Features

2.3 Electronic Central Office Features

2.3.1	Description
A.	General —Electronic central office features are provided subject to the availability of suitable central office equipment with the appropriate generic program.
B.	Telephone Features
1.	Automatic Callback enables a telephone user calling a busy Centrex line to be automatically connected to the called line when the line becomes idle.
2.	Call Forwarding Busy Line provides for the automatic routing of incoming DID, CCSA and selected tie line calls to a preselected Centrex line when the called Centrex line is busy. This feature is not provided on a station line with Call Waiting. This feature is provided as a standard feature capability with Nova Centrex.
3.	Call Forwarding Don't Answer provides for the automatic routing of incoming DID, CCSA and selected tie lines to a preselected Centrex line when the called telephone does not answer within a predetermined number of rings. This feature is provided as a standard feature capability with Nova Centrex. (T)
4.	Call Forwarding Over Private Facilities allows calls directed to a Centrex line to be routed to a location outside the Centrex group using a specific, selected facility or network, regardless of the busy or idle status of the called Centrex line.
5.	Call Forwarding allows a Centrex line to have incoming calls forwarded to another line within the Centrex system or to DDD numbers outside the Centrex system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. This feature is provided as a standard feature capability with Nova Centrex. (T)
6.	Call Hold allows a Centrex telephone user to place any established call on hold by depressing the switchhook and dialing a preassigned code leaving the Centrex line free to originate another call. This feature is available only with Custom Centrex systems. This feature is provided as a standard feature capability with Nova Centrex.
7.	Call Pickup allows a Centrex telephone user to answer any call to another Centrex line within its preset pickup group by dialing a special code. Access to a call pickup group is provided as a standard feature capability with Nova Centrex.
8.	Call Transfer All Calls allows the Centrex telephone user to transfer all types of calls (inward, outward and internal). This feature is available only with Custom and Nova Centrex.
9.	Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line.
a.	Originating allows a Centrex telephone user to direct an audible tone towards any other Centrex line which is busy.
b.	Terminating allows a Centrex telephone user to receive an audible tone to indicate an upcoming DID, CCSA or selected tie line call is waiting, if the called line is already in use. Provided as a standard feature capability with Nova Centrex.

Verizon New England Inc.

2. Adjunct Features

2.3 Electronic Central Office Features

2.3.1	Description
	B. 9. (Continued)
c.	Dial Call Waiting Originating allows a Centrex telephone user to direct an audible Call Waiting tone to a busy Centrex line in the same Centrex group by dialing a pre-set code.
10.	Directed Call Pickup with Barge In enables any Centrex station line to answer a call which has been answered or is ringing on another Centrex line equipped with this feature by dialing a preset code. Call Pickup is a prerequisite for this feature.
11.	Directed Call Pickup without Barge In enables any Centrex station line to answer a call which is ringing on another line equipped with this feature by dialing a preset code. Call Pickup is a prerequisite for this feature.
12.	Speed Dialing Six Code allows a Centrex telephone user to dial a single-digit code to originate a call to any of six programmed telephone numbers. Access to six number lists is provided as a standard feature capability with Nova Centrex.
13.	Speed Dialing Thirty Code allows a Centrex telephone user to dial a two-digit code to originate a call to any of 30 programmed telephone numbers. Access to 30 number lists is provided as a standard feature capability with Nova Centrex.
C.	Automated Attendant Services
1.	Automatic Route Selection (ARS) provides access to automatic routing of outgoing calls over alternative customer facilities based on the DDD number. The Centrex telephone user dials the ARS access code followed by a DDD number. The Centrex routes the call over the first available special trunk facility (such as WATS, FX or offnet CCSA) checking in a customer specified sequence. Overflow routing to the DDD network is optional.
2.	Outgoing Trunk Queuing WATS allows Centrex telephone users, by dialing a preselected code, to have their call held in queue, if all the WATS facilities associated with direct dial access or with ARS are in use for prior calls. The call is completed, without further dialing, when a facility becomes available, or on reaching the time limit in queue, is advanced to the preselected option. The calling telephone user must remain off-hook to retain the call in queue.
3.	Selected Customer Control Facilities enables the Centrex attendant to control dial access to an individual facility group. All traffic is denied access to the affected facility group upon activation of this feature.
4.	Station Dial Code Screening allows or disallows designated Centrex telephones or a group of telephones from completing calls to specified Numbering Plan Areas (NPA) and if required, to specified central office codes (NXXs) within those NPAs. Three or six-digit screening is provided. The following screening arrangements are available.
a.	Arrangement I permits Centrex telephone originated calls to be completed to telephone numbers with selected NXXs in the home NPA or other NPAs using the toll network.

Verizon New England Inc

2. Adjunct Features

2.3 Electronic Central Office Features

2.3.1 Description	
C.4. (Continued)	
b. Arrangement II permits Centrex telephone originated calls to be completed via arranged private network facilities to off-net telephone numbers with selected NPA and NXX Codes.	
5. Station Message Detail Recording (SMDR) a. SMDR-P as set forth in this Section 2.3.1.C. has been replaced by SMDR as set forth in Sections 5.1.1.C. and 5.2.1.D. Notwithstanding the regulations set forth in Sections 5.1.1.C. and 5.2.1.D. following, the Telephone Company will continue to provide SMDR as set forth in this Section 2.3.1.C. to customers who are subscribing to SMDR as of November 30, 2002. b. SMDR provides a record, on magnetic tape, of calls originated over tie lines, FX, WATS, CCSA and the MTS network by Centrex lines. The record includes the calling station number, called number, date, time of day, length of call and type of facility used. In addition for toll calls, the charge incurred is recorded, where possible. c. Customers with SMDR connected prior to November 30, 2002, may retain their service unless their designated premises is moved, or they request a change to the service that results in disconnection of service.	(T) (N) (N) (T) (N) (N)
D. Other Features 1. Attendant Call Thru Test on Tie Trunks allows the attendant to verify the operation of any tie trunk by selecting a particular trunk and making a test call on it by dialing a special code sequence. 2. Attendant Camp On allows an incoming exchange network or CCSA call, which the attendant attempts to complete to a busy station, to be held waiting and then automatically connected when the called line becomes available. An indication of the Camp On feature will be heard by the called station at the time the attendant attempts the completion. This feature is controlled by the attendant and is provided on a per console basis. 3. Busy Verification by Attendant allows the attendant to establish a connection to an apparently busy station line or trunk to determine if the station line or trunk is in working order. 4. Dial Through Attendant allows the telephone user to complete the dialing on other than station-to-station calls after the attendant selects the facility on attendant handled calls. 5. Inside/Outside Ringing provides a unique pattern of telephone ringing to permit the telephone user to distinguish between different types of incoming calls. Three classes of inside/outside ringing will be available to users to identify the source of incoming calls. a. Class A — Call source is IntraCentrex b. Class B — Call source is DID, Attendant Completed, CCSA and Tie Line c. Class C — Call source is Preemptible Switched Circuit Automatic Network (SCAN) Access Line and Attendant Night Service 6. Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding or Call Forwarding Over Private Facilities equipped telephone prior to the forwarding of a call to the distant location. 7. Split Service Offering permits segregation of Centrex station lines into separate groups thereby enabling each group to have a different set of common features.	

Issued: October 31, 2002
Effective: November 30, 2002

Docket No. 02-201

J. Michael Hickey
J. Michael Hickey
President-NH

Verizon New England Inc.

2. Adjunct Features

2.3 Electronic Central Office Features

2.3.2 Application of Rates and Charges
<p>A. Service Establishment Charges apply for the following features for the initial installation and any subsequent additions.</p> <ol style="list-style-type: none"> 1. Automatic Callback Calling 2. Call Forwarding Over Private Facilities 3. Inside/Outside Ringing 4. Outgoing Trunk Queuing 5. Selected Customer Control of Facilities—In addition to the rates and charges for the per facility group to which access is denied element, rates and charges will also apply for a Private Line Type 1001 channel between the serving central office and the customer premises. 6. SMDR Tie Line, OCC Access Line or Foreign Exchange Line—The service establishment charge is applicable only at the initial time the switching equipment is arranged to provide SMDR on either the initial tie line, OCC access line or foreign exchange line for each customer and is applicable to each switching equipment so arranged.
<p>B. Busy Verification by Attendant of Trunk, and Busy Verification by Attendant of Line—Only one S&E charge applies if both features are installed at the same time.</p>
<p>C. Vintage I Rates and Charges for OPPs other than month-to-month apply for services installed prior to December 15, 1984, or ordered prior to December 15, 1984 if installed in accordance with the Telephone Company's established installation practice.</p>
<p>D. Vintage II Rates and Charges apply for services ordered on or after December 15, 1984. Month-to-month rates and charges, shown on the latest vintage schedule, apply for services under that payment option as of December 15, 1984, regardless of when service was ordered.</p>
<p>E. Variable Term Payment Plan (VTPP)—Electronic central office features are offered under the VTPP as described herein and in Section 1. The VTPP monthly rates are payable over an Optional Payment Period (OPP) that is selected by the customer. The available OPPs are: month-to-month, 24 months, or 48 months. For the purpose of applying VTPP regulations, electronic central office features are considered to be part of a Custom Centrex system.</p> <ol style="list-style-type: none"> 1. For electronic central office features ordered on or after October 30, 1999, only the month-to-month OPP is available. Customers subscribing to electronic central office features prior to October 30, 1999 under a 24 month or 48 month OPP may continue under that plan until the expiration date at which time the month-to-month OPP would apply. 2. Relocation of service is not available for electronic central office features.

Verizon New England Inc.

2. Adjunct Features
2.3 Electronic Central Office Features

2.3.2 Application of Rates and Charges**E. (Continued)**

- | | |
|-----------|---|
| 3. | Termination Liability applicable to electronic central office features is dependent upon the payment period selected by the customer. For month-to-month there are no termination charges. For 24 months, the termination charges are 12 months of payments or 60% of the remaining monthly payments, whichever is less. For 48 months, the termination charges are 24 months of payments or 60% of the remaining monthly payments, whichever is less. |
|-----------|---|

Verizon New England Inc.

2. Adjunct Features
2.4 Centrex Diversion Arrangements

2.4.1 Description

- | | |
|----|--|
| A. | Unrestricted or partially restricted station lines of a Centrex system may be equipped so that attempts to dial toll calls or calls over all tie lines, Dedicated Toll Free Service (DTFS) lines, foreign exchange lines, on common control switching arrangement access lines result in the telephone user receiving a busy tone or being diverted to a Centrex system attendant. In addition, when suitable facilities permit, other diversion arrangements may be provided. A Centrex system or station may be equipped with more than one type of diversion arrangement. |
|----|--|

2.4.2 Application of Rates and Charges

- | | |
|----|--|
| A. | Monthly rates and S&E charges apply for initial and subsequent installation. For a subsequent installation the S&E charge is based on a minimum or maximum rate basis. |
|----|--|

Verizon New England Inc.

2. Adjunct Features

2.5 INTELLISMART®

2.5.1	Description
A.	Intellismart service consists of a set of call management features which utilize the network's ability to forward the dialing party's telephone number between the originating and terminating central offices. It is available to digital Centrex customers from suitably equipped central offices where facilities permit. It may not be available when the subscriber completes or receives a call utilizing an interexchange carriers facilities.
B.	<p>Call Management Features may be ordered individually. They are as follows.</p> <ol style="list-style-type: none"> 1. Busy Redial—Automatically monitors and redials the telephone number of the most recent outgoing call. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The following types of calls cannot be automatically redialed. <ol style="list-style-type: none"> a. Calls to Toll-Free service numbers b. Calls to 900 service numbers c. Calls preceded by an interexchange carrier access code d. Calls made on an international direct distance dialed basis e. Calls to universal emergency number service (911) f. Calls to directory assistance service 2. Caller ID - Number Only—Provides the originating telephone number, the date, and the time of an incoming call in the period between the first and second telephone ring. This information is displayed on a customer provided compatible display device attached to the customer's digital Centrex line. Caller ID - Number Only is not provided on digital Centrex lines equipped with ISDN. (T) 3. Caller ID—Provides the telephone number and associated name in the Telephone Company's records with the line from which an incoming call originates. The calling number and name are displayed on a customer provided compatible display device attached to the customer's telephone line. Caller ID is not provided on digital Centrex lines equipped with ISDN. (T) 4. *69—Automatically redials the telephone number of the most recent incoming call. If the telephone number of the most recent incoming call is idle, the call completes immediately. If the telephone number is busy, the line of the most recent incoming call is monitored for a maximum of 30 minutes. When the line becomes idle, a distinctive ringing signal alerts the subscriber that the call now can be completed. The following types of calls cannot be returned. <ol style="list-style-type: none"> a. Calls from PBX station lines b. Calls from DID station lines c. Calls from lines equipped with line blocking

Verizon New England Inc.

2. Adjunct Features

2.5 INTELLISMART®

2.5.1	Description
B. 4.	(Continued)
d.	Calls from lines which have activated per call blocking
5.	Call Trace —Allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. The Telephone Company's central office equipment records and stores the incoming call message detail (date, time, and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the annoyance call bureau where call details can be obtained by an appropriate law enforcement agency when the customer files a complaint.
6.	Call Waiting ID with Name —Allows a Caller ID customer who is using the telephone and receives a second call via call waiting to see the name and telephone number of the second incoming call. The calling number and name are displayed on a customer provided compatible display device attached to the customer's telephone line. Call Waiting ID with name is not provided on digital Centrex lines equipped with ISDN. Activation of call waiting is required. (T)
7.	Anonymous Call Rejection —Allows a customer to redirect incoming calls, for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement that the customer is not presently accepting such calls. The customer may activate and deactivate the feature by dialing a code.
a.	Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of the line and redial the call or elect not to redial the call.
C.	Blocking
1.	Per Call Blocking is an originating option that allows customers to control the disclosure of their directory number on a call-by-call basis. When activated the option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID display device. Per call blocking does not affect the operation of the other Intellismart features. Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call.
a.	Per call blocking is available in all central offices.
b.	There is no charge associated with per call blocking.
2.	Line Blocking allows customers to automatically block the disclosure of their directory number on all originating calls. The option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID display device. Line blocking does not affect the operation of the other Intellismart features.
a.	There is no charge associated with line blocking.

Verizon New England Inc.

2. Adjunct Features
2.5 INTELLISMART®

2.5.1 Description	
D.	Intellismart requires technically compatible customer premises equipment in order for it to be provisioned in a satisfactory manner.

2.5.2 Application of Rates and Charges	
A.	Intellismart rates and charges are in addition to all other applicable rates and charges for the associated digital Centrex service.
B.	Intellismart is offered on a monthly subscription basis, with the exception of call trace which is available on a per activation basis. 1. Customers subscribing to call trace are subject to a case preparation charge when two successful attempt have been traced to the same telephone number or, at the customer's option, when a single successful attempt has been traced to a telephone number and the Telephone Company sends notification of the successful call trace investigation to the customer for his/her use with the appropriate law enforcement agency.
C.	Anonymous call rejection is provided without charge on lines equipped with caller ID - number only, caller ID or call waiting ID with name.

(T)
(T)

Verizon New England Inc.

2. Adjunct Features

2.6 Centrex Call Management (CCM)

2.6.1 Description	
A.	CCM is an optional feature, available where facilities permit, that provides detailed records of originating foreign exchange, toll free and dedicated toll free, compatible private line and MTS calls and summary records for originating local exchange and directory assistance calls.
1.	CCM is not available on student residence or patient lines.
B.	Call detail information is provided by originating station number and includes date, time of day, calling number, called number, call duration as well as an estimated charge for the originating call. The rating will be based on standard industry rating tables. IC identification and facility type utilized in completing the call is also provided. Summary call information is provided by originating station number and includes the volume of calls.
C.	Local Usage Detail (LUD) recording may be provided as an optional feature of CCM or as a stand-alone feature. LUD is an arrangement which provides a detail record of measured local, flat rated and metropolitan originating calls on a per station basis. The call detail record includes the calling station number, the called station number, date, time of day, length of call, zone, and time of day rate classification and estimated charge for the originating call. LUD is available where facilities permit.
1.	LUD is not available on FX lines.
D.	In order to identify the originating location of calls originated by compatible private line users, a station number must be assigned for the compatible private line facility group. A maximum of 24 digits can be recorded on the compatible private line facility detail record.
E.	The customer must designate the group or groups of facilities on which call detail is to be provided, and such detail will be provided on all facilities within each group selected.
F.	CCM and LUD call detail records are available via either magnetic cartridge tape or CD-ROM on a calendar month basis only:
1.	Magnetic Tape —The magnetic cartridge tape records are delivered in Exchange Message Record (EMR) format.
2.	CD-ROM —In addition to standard fields provided in the EMR format, records delivered on CD-ROM will include originating and terminating city identification as well as zip codes where available.
G.	Call detail records are provided where carrier record information is compatible with CCM formatting.

2.6.2 Regulations	
A.	The minimum service period is three months.

Verizon New England Inc.

2. Adjunct Features
2.6 Centrex Call Management (CCM)

2.6.2 Regulations**B. Responsibility of the Telephone Company**

1. **Liability**—The Telephone Company will not be liable for errors in call detail which result from incorrect service or facility designations by the customer.

2.6.3 Application of Rates and Charges

- A. **Termination Charges**—When CCM is disconnected within the minimum service period, termination charges apply. Termination charges will not apply for CCM systems moved to a location in the same or different central office. Termination charges will be determined based on the monthly rate in effect at the time the service is disconnected and will be due for the remainder of the minimum service period. These termination charges will be based on the monthly rate and not on the per message rates.
- B. **Subscription to both CCM and LUD**—Both types of messages are included in the calculation of the message volumes for billing purposes and provided on a single magnetic tape or CD-ROM.

Verizon New England Inc.

2. Adjunct Features
2.7 Digital Centrex Additional Features

2.7.1 Description

- | | |
|-----------|--|
| A. | Digital Centrex Features are available only to digital Centrex customers served by suitably equipped central offices where facilities permit. |
| 1. | Call Park —Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked. |
| 2. | Directed Call Park —Allows a station line to park a call against any directory number in the system. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked. |
| 3. | Music on Hold —Provides a system-wide music on hold capability. All calls placed on hold will be connected to a customer-provided music source. |

2.7.2 Application of Rates and Charges

- | | |
|-----------|---|
| A. | Music on Hold customers must also subscribe to a voice grade channel to connect to the customer-provided music source. |
|-----------|---|

Verizon New England Inc.

2. Adjunct Features

2.8 Customer Moves and Changes (CMAC)

(N)

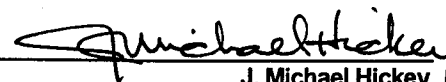
2.8.1	Description
A.	Customer Moves and Changes (CMAC) provides Intellipath, and Centrex Plus service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their digital Centrex service from the customer's computer terminal.
B.	<p>The management capabilities of CMAC include, but are not limited to, the following:</p> <ol style="list-style-type: none"> 1. Service Option Information Changes: <ol style="list-style-type: none"> a. Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users. b. Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group. c. Call Forwarding Number - The customer can change the number that a station user forwards calls. d. Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user. e. Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons). 2. Activation/Deactivation of Features - The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer 3. Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a digital Centrex service system.

2.8.2	Regulations
A.	CMAC is available to either existing or new digital Centrex service customers.
B.	CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
C.	Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
D.	Some of the lines in a customer's digital Centrex service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.

(N)

Issued: October 31, 2002
Effective: November 30, 2002

Docket No. 02-202


J. Michael Hickey
President-NH

Verizon New England Inc.

2. Adjunct Features
2.8 Customer Moves and Changes (CMAC)

(N)

2.8.2 Regulations	
E.	CMAC service is provided per customer digital Centrex service system.
F.	All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Telephone Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
G.	The Telephone Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
H.	The Telephone Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Telephone Company.

2.8.3 Application of Rates and Charges	
A.	CMAC rates are in addition to the rates and charges for the associated digital Centrex service, and for other associated services.
B.	Customers requesting CMAC service for 201 or more lines will be priced under an Individual Case Basis (ICB) arrangement.

(N)

Verizon New England Inc.

3. Provisions for Other Services
3.1 Terminating Number Screening**3.1.1 Description**

- | | |
|----|--|
| A. | This arrangement is available subject to the availability of facilities in suitably equipped central offices. It alerts operators throughout the country that collect and third number calls cannot be billed to individual main station line numbers. |
|----|--|

3.1.2 Application of Rates and Charges

- | | |
|----|--|
| A. | A monthly rate and S&E charge applies. |
|----|--|

Verizon New England Inc.

3. Provisions for Other Services
3.2 Selective Blocking Service

3.2.1 Description

- | | |
|----|---|
| A. | Individual Centrex lines or the entire Centrex system may be blocked from access to vendor operated pay per call services with a 900 area code. |
|----|---|

3.2.2 Application of Rates and Charges

- | | |
|----|--|
| A. | Selective blocking is provided at no charge. |
|----|--|

Verizon New England Inc.

3. Provisions for Other Services
3.3 Trunk Line Terminations

3.3.1 Description

- | | |
|----|--|
| A. | Dial trunk line terminations permit the termination of Dedicated Toll Free Service (DTFS), foreign exchange or equivalent facilities of Other Common Carriers (OCC) in digital Centrex dial switching equipment for dial level access by stations of the system for outgoing calls. Manual trunk line terminations permit the designated answering location of a system to transfer incoming calls from WATS, foreign exchange or equivalent OCC facilities to other stations within the system. |
|----|--|

3.3.2 Application of Rates and Charges

- | | |
|----|--|
| A. | The dial trunk line termination rate is not applicable to Custom Centrex. Monthly rates apply per trunk. |
|----|--|

Verizon New England Inc.

3. Provisions for Other Services
3.4 Tie Line Terminations**3.4.1 Description**

- | | |
|----|--|
| A. | Tie line terminations permit the termination of tie lines channels into a Centrex system. Manual-type tie line terminations are available for maintenance only, subject to supply. . |
|----|--|

3.4.2 Application of Rates and Charges

- | | |
|----|---|
| A. | A monthly rate and S&E charge applies to dial-type and manual-type tie line terminations. |
| B. | In addition, when a tie line channel connecting a Private Branch Exchange (PBX) and a Centrex system is arranged so that access to or from the exchange and toll network is available at the Centrex termination a measured or unlimited service monthly rate applies per tie line arranged.

1. Unlimited service is not available with Nova or Intellipath. |
| C. | Rates and charges for Private Line Type 2001B channels apply for intraexchange or interexchange channels as required. For interexchange tie line channels, rates and charges for Centrex terminals apply in lieu of local channels when tie lines terminate only in the Centrex switching equipment. In addition, the appropriate tie line termination rates and charges apply. |

Verizon New England Inc.

3. Provisions for Other Services
3.5 Advanced Private Line Termination Units (APLT)

3.5.1 Description

- | | |
|----|---|
| A. | APLTs are provided to terminate dial-type tie lines, private line facilities, and access lines from switched private line services in Centrex systems served from suitably equipped No. 1ESS central offices. APLT units may also be used when compatible with and required for the termination of facilities furnished by an OCC. |
| 1. | APLT units permit the utilization of private line facility or network features by the Centrex system and the use of certain Centrex features on the connected facilities to the extent that the features are subscribed to by the customer as part of the Centrex service and/or the facilities involved. APLT units will be provided only when the equipment and features of the associated Centrex system permit their use. |

3.5.2 Application of Rates and Charges

- | | |
|----|---|
| A. | Service establishment charge is a one time charge that is applicable only when a Centrex system served by a No. 1ESS central office is equipped with the first APLT unit. |
| B. | The APLT is subject to a monthly rate and S&E charge. |

Verizon New England Inc.

3. Provisions for Other Services
3.6 Switched Service Network Access Line Terminals

3.6.1	Description
A.	<p>Switched service network access line terminals connect access lines from a Common Control Switching Arrangement (CCSA) to the switching equipment and attendant position of a Centrex system. They are available only when compatible. The access line terminals are provided as an integral part of a customer's switched service network and offer the following features.</p> <ol style="list-style-type: none">1. Attendant Transfer2. Digit Absorbing Facilities for Calls to the Attendant3. Network Inward Dialing4. Network Outward Dialing5. Rotary Out Trunk Switching (where required)

3.6.2	Application of Rates and Charges
A.	<p>Monthly rates and S&E charges apply. The monthly rate for termination in dial equipment of a Centrex system which includes appearance in attendant position equipment also includes the rate for dial-type tie line termination.</p>

Verizon New England Inc.

3. **Provisions for Other Services**
3.7 **Centrex Foreign Exchange or Foreign Central Office Service**

3.7.1	Description
A.	Centrex foreign exchange or foreign central office service provides basic system features from a central office other than the local central office that normally would serve the principal premises.
1.	Foreign exchange or foreign central office and Centrex local exchange service cannot be provided in the same Centrex system.
2.	Foreign exchange service is available for inward calling when the foreign exchange line terminates at an attendant position or at a designated answering location. Outward calling is available when the line terminates at an attendant position, designated answering location or in the central office dial switching equipment.

Verizon New England Inc.

3. Provisions for Other Services
3.8 Directory Listings**3.8.1 Description**

- | | |
|----|--|
| A. | When Centrex is provided to hotels, motels, or similar establishments for the use of management, residential guests and tenants, guests and tenants may be furnished additional directory listings showing the digital Centrex number, or they may individually request any class or grade of residence service offered in the exchange. |
| 1. | When PBX type trunk lines are provided, directory listings are not furnished since these services are provided on an outward calling basis only. |

3.8.2 Application of Rates and Charges

- | | |
|----|--|
| A. | The Telephone Company furnishes one directory listing per Centrex system without charge. Additional directory listings may be provided as for business service at the appropriate rates and charges. |
|----|--|

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.1	Description
A.	<p>Nova Centrex is a facility based Centrex offering provided only where suitable analog electronic central office facilities are available.</p> <ol style="list-style-type: none"> For systems installed on or after July 20, 1990, a minimum of six lines is required with this service. Availability—There are no analog electronic central offices remaining in New Hampshire. No new or modified Nova Centrex service agreements can be established nor may any other existing Centrex system be converted to Nova Centrex.
B.	<p>Nova Centrex service lines are provided as unrestricted lines, but at the request of the customer may be arranged with any of the other basic line classes described in Section 1.1.1F at the same rates and charges.</p>
C.	<p>Main Station Line Standard Features provided as part of each Nova Centrex main station line are as follows. These features are in addition to the basic features described in Section 1.1.1E.</p> <ol style="list-style-type: none"> Add On Conferencing All Calls permits a station user to hold any established call, dial another telephone number, and then add on the originally established call for a three-way conversation. Consultation Hold All Calls allows a station user to hold any established call, dial another telephone number for consultation, and then return to the originally established call. Station Dial Transfer Individual All Calls enables a station user to transfer any established call to another station in the system.
D.	<p>Individual Line Standard Feature Capabilities may be activated at the time each line is installed or may be added or changed subsequently. They are as follows.</p> <ol style="list-style-type: none"> Access to Call Pickup Groups allows a Centrex telephone user to answer any call directed to another Centrex line within its preset pickup group by dialing a special code. Access to Speed Dialing 6 Lists allows a Centrex telephone user to dial a single-digit code to originate a call to any of six programmed telephone numbers. Access to Speed Dialing 30 Lists allows a Centrex telephone user to dial a two-digit code to originate a call to any of thirty programmed telephone numbers. Call Forwarding Busy Line provides for the automatic routing of incoming DID, CCSA and selected tie line calls to a preselected Centrex line when the called Centrex line is busy. This feature is not provided on a station line with Call Waiting. Call Forwarding Don't Answer provides for the automatic routing of incoming DID, CCSA and selected tie line calls to a preselected Centrex line when the called telephone does not answer within a predetermined number of rings (T)

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.1 Description	
D. (Continued)	
6.	Call Forwarding allows a Centrex line to have incoming calls forwarded to another line within the Centrex system or to DDD numbers outside the Centrex system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. (T)
7.	Call Hold allows a Centrex telephone user to place any established call on hold by depressing the switchhook and dialing a preassigned code leaving the Centrex line free to originate another call.
8.	Call Waiting Terminating allows a Centrex telephone user to receive an audible tone to indicate an incoming DID, CCSA or selected tie line call is waiting, if the called line is already in use. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line.
9.	Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities, (refer to Part A, Section 7).
E.	When Nova Centrex rates and charges are applied for additions to other than Nova Centrex systems, standard features and feature capabilities of Nova Centrex will be provided only where suitable facilities are available and compatible with existing service arrangements.

4.1.2 Application of Rates and Charges	
A.	General —Vintage I rates apply to systems installed prior to April 29, 1992. Vintage II rates apply to systems installed on or after April 29, 1992. Vintage II is comprised of a feature component and an access line component, both which the customer must purchase.
B.	Vintage II Feature Component
1.	Features —Consisting of standard features, standard feature capabilities and optional features. Schedule A and B charges apply to this component. Schedule A and B charges for the central office portion are based on airline mileage per customer premises and are assessed per main station line. The Schedule B rate includes an amount of 0.38 which accounts for station number assignment.
a.	For distances in excess of three miles, charges based on cost apply for conduit facilities.

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.2 Application of Rates and Charges

C.	Vintage II Access Line Component
1.	Access Line —Consisting of network access and conduit. Each customer must pay certain amounts that are attributable to network access and conduit. The amounts are calculated per line. Network access charges are based on the total number of main station and extension lines in service at the end of each customers billing period and are calculated based on the PBX trunk equivalencies shown in Exhibit 4.1.3-2, and the charges may increase or decrease during the life of the contract due to changes in the PBX trunk rate. The conduit amount is also distance sensitive. Conduit monthly charges are priced in ½ mile increments from the serving central office. The network access assessment and conduit monthly rate are added together to comprises the Centrex access line rate which is charges to each main station line and extension line for every month the system is in service.
D.	Service Establishment Charges in the form of an S&E is applicable for the initial installation or subsequent additions or changes of Nova Centrex and is payable with the first bill following installation.
E.	Vintage I Main Station Lines
1.	Central Office and Outside Plant Facilities
a.	The Schedule A charges are offered under the FRPP as specified in Section 1. Currently applicable charges are contained in the Telephone Company's Price List.
b.	Airline mileage for outside plant facilities is measured from the serving central office to the network interface arrangements at each of a customer's premises. For distances in excess of three miles, charges based on cost apply for outside plant facilities.
c.	To determine the rate for central office and outside plant facilities, refer to Exhibit 4.1.3-1. When Schedule A charges for central office facilities are paid over a 12, 36, 60 or 84 month OPP Schedule A charges for outside plant facilities must be paid over the same period unless otherwise specified.
F.	Exchange Access
1.	Vintage I —Included in the Schedule A upfront charges for main station lines and included in the Schedule B monthly rates for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities.
2.	Vintage II —The full amount of the access line rate is the amount attributable to exchange access.
G.	Exchange Usage Charges are subject to Telephone Company initiated change. Such charges are comprised of the following measured service and unlimited service usage charges.
1.	Measured Service-4E Charges —All local messages are provided at the appropriate local usage charges for business measured service-4E. No usage allowance is provided with Nova Centrex measured service-4E.

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.2 Application of Rates and Charges	
G. (Continued)	
2.	Unlimited Service —Usage charges are based on the total number of main station lines in service at the end of each customer's billing period. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system. PBX trunk equivalencies for main station lines are contained in Exhibit 4.1.3-2.
H.	Standard Feature Capabilities —S&E charges for these features do not apply when an S&E charge or a conversion charge per main station line applies. When standard feature capabilities are activated or changed by the Telephone Company at the customer's request subsequent to installation of the line, the subsequent additions or changes S&E charge is applicable.
1.	Monthly rates do not apply to standard feature capabilities.
I.	Optional Features are provided in accordance with the provisions for adjunct features specified in Section 2, and at the appropriate rates and charges. For optional features provided under the Variable Term Payment Plan (VTPP), an 84 month Optional Payment Period (OPP) is offered for Nova at the monthly rates specified in the VTPP rate schedule for a 48 month OPP. During the first 48 months, termination charges applicable for the discontinuance of service provisions for the 84 month OPP are the same as for the 48 month OPP.
1.	Optional features ordered on or after October 30, 1999 are only available under the month-to-month OPP. Customers subscribing to optional features prior to October 30, 1999 under an OPP other than month-to-month may continue under that plan until its expiration date at which time the month-to-month OPP would apply.
J.	Premises Work Charges are applicable.
K.	Extension of Main Station Lines —Channel charges do not apply to serve main station locations within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to the appropriate main station line charges, an Intraexchange/interoffice channel charge (comprised of an S&E charge and a monthly rate) applies. The intraexchange/interoffice channel rate is subject to Telephone Company initiated change.
1.	To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rates and charges apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex channel terminal charge is comprised of an S&E charge and a monthly rate. The Centrex channel terminal rate is subject to Telephone Company initiated change.

Verizon New England Inc.

4. Analog Centrex Services
4.1 Nova Centrex Service

4.1.2 Application of Rates and Charges

K. (Continued)

2. **Vintage I**—Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises and served by outside plant connected via the central office, charges for outside plant facilities for an initial main station line apply. An S&E charge applies to each arrangement. Premise work and jack charges apply as appropriate.
 - a. **Vintage II**—The access line component and S&E charges apply.
3. For locations in the same exchange but involving a different central office, intraexchange interoffice Nova channel rates and charges apply in addition to charges for outside plant facilities for initial main station lines.
4. For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to those charges for outside plant facilities for an initial main station line.

- L. **Tie Line Channels**—Rates and charges for Private Line Type 2001B channels apply for intraexchange or interexchange channels as required. For interexchange tie line channels, rates and charges for Centrex terminals apply in lieu of local channels when tie lines terminate only in the Centrex switching equipment. In addition, the appropriate tie line termination rates and charges apply.

4.1.3 Payment Plan

- A. **General**—Nova is offered under a seven year service contract during which Vintage I station line charges and Vintage II feature component charges are not subject to Telephone Company initiated change other than as specified below. However, such charges are under the jurisdiction of the PUC and are subject to change upon order of the PUC.
- B. **Vintage I**—Nova main station lines comprise central office and outside plant facilities for which Schedule A and Schedule B charges are applicable.
 1. **Schedule A** contains a charge which may be paid upfront or in the form of monthly rates over a one, three, five or seven year OPP. Included in the Schedule A charges for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities. When Schedule A charges for central office facilities are paid over a 12, 36, 60 or 84 month OPP, Schedule A charges for outside plant facilities must be paid over the same period unless otherwise specified.
 2. **Schedule B** contains a monthly rate that is subject to annual change by filed tariff revision to reflect changes in the Consumer Price Index for the previous year. Schedule B monthly rates apply as long as facilities are in service.

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.3 Payment Plan

C. Vintage II

1. **Schedule A** contains a charge which may be paid upfront or over a one, three, five or seven year OPP.
2. **Schedule B** contains a monthly rate that is subject to annual change by filed tariff revision to reflect changes in the Consumer Price Index for the previous year. Schedule B monthly rates apply as long as facilities are in service.
3. For Vintage II customers monthly charges subject to a seven year contract apply to the Centrex access line component.
 - a. Network access charges are calculated based on PBX trunk equivalencies and may increase or decrease during the life of the contract due to changes in the PBX trunk rate.
 - b. Conduit charges are priced in ½ mile increments from the serving central office.

D. Vintage I Exchange Usage Charges are subject to Telephone Company initiated change. Such charges are comprised of the following measured service and unlimited service usage charges.

1. **Measured Service Charges**—All local messages are provided at the appropriate local usage charges for business measured service-4E main telephone exchange service. No message unit or usage allowance is provided with measured Nova.
2. **Unlimited Service Usage Charges** are based on the total number of main station lines in-service at the end of each customer's billing period. The PBX Trunk Equivalency Table (refer to Exhibit 4.1.3-2), specifies the equivalencies for main station lines. The exchange usage charge monthly rate is multiplied by the PBX Trunk Equivalency to determine the monthly unlimited service usage charge for the system.

E. Discontinuance of Service

1. Vintage I service may be discontinued at any time during the seven year service contract period. If Schedule A charges are paid upfront, no termination charges apply. If Schedule A charges are paid in the form of monthly rates, termination charges equal to the present value of the unpaid balance, if any, apply when service is discontinued.
2. Vintage II service may be discontinued at any time during the seven year contract period. If Schedule A charges for the feature component are paid in the form of monthly rates, the present value of the unpaid balance, if any, is due and payable when service is discontinued. Termination liability applies to the access line component. This termination liability will consist of the present value of the current monthly payment stream from the date the service is to be discontinued to the end of the contracted service date.

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.3 Payment Plan

F.	Additional Lines —Additional main stations may be added to an existing system at any time during the system's seven year service contract at the currently effective Vintage schedule. Lines may not be added to a Nova if the service agreement has expired. Schedule A payments for Vintage I additional main stations and the Vintage II feature component of additional main stations will be calculated at the 60 month payment period rates. Termination liability for the first lines added within 100% to the originally contracted system not to exceed 200 lines, will be calculated coterminously with the expiration date of the system's service contract. For all other lines added in Vintage I systems, termination liability will be based on 60 month's of obligation. For all other lines added in Vintage II systems, termination liability will be based on 60 months of obligation for the Schedule A portion of the feature component and access line component.
G.	Relocation of service is not permitted.
H.	Transfer of Service —The Telephone Company may assign or transfer part or all of this Agreement to any of its affiliates or to subcontractors of its choosing. 1. Provided that the Customer provides the Telephone Company with reasonable prior written notice, the Customer may assign or transfer this agreement to any company that is the successor to substantially all of its assets and shall pay the Telephone Company any transfer fee required to be paid under applicable tariffs. All other attempted assignments shall be void without written consent.
I.	Conclusion of the Seven Year Contract Period —At the conclusion of a system's seven year contract, if service is not discontinued, service may be continued on a noncontractual month-to-month basis subject to the appropriate Schedule B rates and Schedule A charges as specified to a 12 month optional period based on the latest vintage of charges in effect or to become effective until service is discontinued. Under the month-to-month noncontractual option, no additions or changes to the system are permitted. 1. At the conclusion of or at any time during the service contract period, a customer may request to recontract for service. A new seven year service contract period for the entire system begins the day following the completion of the conversion order at the currently effective vintage of charges. An S&E charge for rearranging combined billing applies for the conversion order. 2. No credit is granted for charges previously paid. The customer is not billed any one time or NRCs previously paid.
J.	Temporary Suspension of Service —Nova main station lines are not subject to the provisions of temporary suspension of service.

Verizon New England Inc.

4. Analog Centrex Services
4.1 Nova Centrex Service

4.1.3 Payment Plan

- | | |
|-----------|--|
| K. | Central Office Common Equipment, Central Office Facilities and Outside Plant Facilities —The appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of .99384%, is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the optional payment period as shown in Exhibit 4.1.3-1. The present value of outstanding optional payment period monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of .99384% monthly. |
|-----------|--|

Verizon New England Inc.**4. Analog Centrex Services**
4.1 Nova Centrex Service**4.1.3 Payment Plan****Exhibit 4.1.3-1**
Nova Centrex Service Time Equivalency Factors by Service Periods

To determine the monthly rate for Schedule A central office and outside plant facilities, multiply the upfront payment charge by the appropriate factor.

	12 Months	36 Months	60 Months	84 Months
Vintage I & II	.0888	.0332	.0222	.0176

Verizon New England Inc.

4. Analog Centrex Services

4.1 Nova Centrex Service

4.1.3 Payment Plan

Exhibit 4.1.3-2
PBX Trunk Equivalency Table Unlimited Service Usage

Number of Main Station Lines	Equivalent PBX Trunks
1	1
2	2
3	3
4-6	4
7-10	5
11-15	6
16-21	7
22-28	8
29-36	9
37-45	10
46-54	11
55-64	12
65-75	13
76-86	14
87-98	15
99-111	16
112-125	17
126-139	18
140-155	19
156-171	20
172-189	21
190-207	22
208-225	23

Verizon New England Inc.

4. Analog Centrex Services
4.1 Nova Centrex Service**4.1.3 Payment Plan****Exhibit 4.1.3-2**
PBX Trunk Equivalency Table Unlimited Service Usage

Number of Main Station Lines	Equivalent PBX Trunks
226-243	24
244-262	25
263-281	26
282-300	27
Each Additional 18 Main Station Lines or Fraction Thereof	1

Verizon New England Inc.

4. Analog Centrex Services

4.2 Superseded Analog Centrex Services

4.2.1 Description

- A. Superseded Centrex service is structured and furnished as Custom Centrex to provide Centrex exchange access and system features. Custom Centrex is equipped with touch tone subject to the availability of central office facilities. The following is a listing of superseded services or optional features.
1. Satellite Centrex service
 2. Nonconsecutive Station Line Hunting
 3. Attendant Position Equipment

4.2.2 Availability

- A. Superseded Centrex service is no longer available for new installations and unless specifically noted otherwise, are available only to existing customers for additions to existing systems to meet growth and maintenance requirements, during the service agreement period, subject to the availability of in place central office and outside plant facilities. Existing customers include those with systems installed prior to July 30, 1987 or Custom Centrex systems ordered prior to July 30, 1987 if installed within the normal installation interval.
1. Where customer requested additions require the placement of additional facilities, additional charges based on cost apply.
 2. No new Custom Centrex service agreements may be executed. At the conclusion of a system's contract period, if service is not discontinued or converted to digital centrex plus service, service may be continued on a noncontractual month-to-month basis subject to the then effective rates. Under this month-to-month noncontractual option, no additions or changes to system are permitted.

4.2.3 Satellite Centrex Service

- A. Satellite Centrex is provided by auxiliary dial switching equipment that is connected to the principal dial switching equipment by tie lines. The satellite location does not have an attendant. The Telephone Company reserves the right to determine when Satellite Centrex will be provided in order to meet the customer's requirements for service. If touch tone calling service is available, tariff rates and charges apply. If touch tone calling service is not available or if the customer does not desire touch tone calling service, Centrex service is available at off-premises locations on an off-premises line basis at the appropriate tariff rates and charges.
1. Dial switching equipment is provided without charge.
 2. Tie line facilities are provided as for superseded Custom Centrex.

Verizon New England Inc.

4. Analog Centrex Services

4.2 Superseded Analog Centrex Services

4.2.4 Nonconsecutive Centrex Station Line Hunting

- | | |
|----|---|
| A. | This is an arrangement to permit incoming calls to hunt to a nonconsecutive line in the same thousands group. To provide this arrangement, it is necessary in most cases to utilize the next higher number to the number from which line hunting is desired, and both numbers must be within the same one- to nine-digits group. A number utilized for hunting purposes will be unavailable for regular assignment. |
|----|---|

4.2.5 Attendant Position Equipment

- | | |
|----|---|
| A. | Attendant position equipment is available to existing customers at their present locations only. Maintenance of existing installations is dependent upon supply conditions as manufacture of consoles has been discontinued. |
| B. | Carrying plant for cable connections and cabling between the attendant positions and the associated dial switching equipment when the dial switching equipment is located on the customer's premises must be customer provided, owned and maintained. |
| C. | The minimum service period is six months. |

4.2.6 Service Structure

- | | |
|----|---|
| A. | Centrex Exchange Access —Outward dialing permits station users to dial outgoing calls to local exchange and direct distance dialed points from the exchange serving the principal premises. Inward dialing permits incoming local exchange and long distance calls to be connected to the Centrex attendant position or to a designated answering location for systems not equipped with a console or switchboard. |
| B. | Custom Centrex System Features —In addition to the Centrex exchange access, the following features are provided as a package with Custom Centrex. <ol style="list-style-type: none"> 1. Dial intercommunication with other stations of the same custom Centrex system. 2. Station identification which provides for the recording and identification of stations making outward direct dialed calls and long distance calls handled by a toll operator. 3. Direct inward dialing which permits incoming local exchange and long distance calls to be dialed directly to stations of the Centrex system. 4. Automatic intercept of calls dialed to vacant (not in use) numbers. 5. Station dial transfer of all types of calls which enables a station user to transfer an established call to another station in the Centrex system. 6. Consultation hold of all types of calls which enables a station user to hold an established call, dial another station from private consultation, and then return to the original calling party. 7. Add on conference of all types of calls which enables a Centrex station user to hold any call, dial another station, and then add the original call to the connection for a three-way conversation. |

Verizon New England Inc.

4. Analog Centrex Services

4.2 Superseded Analog Centrex Services

4.2.7 Application of Rates and Charges	
A.	Local Usage —All local messages are provided at the local usage rates for business measured service-4E.
1.	No usage allowance is provided with measured service-4E Centrex service.
B.	Tie Lines
1.	Dial Selected Tie Line Within a Centrex System —Mileage charges apply for the lines between a customer's principal premises and a satellite location. Charges do not apply for tie line terminations between a customer's principal premises and a satellite location.
2.	Tie Line Other than Within a Centrex System —Mileage charges apply. Terminations of tie lines at a Centrex system are as specified in Section 3.4. Dial selected tie lines may be associated with attendant positions in addition to the termination in the dial equipment at no additional charge.
C.	Mileage
1.	Extension and Tie Line Mileage Charges Within a Centrex System —Mileage charges do not apply to serve locations within the same exchange as the principal premises. To serve locations not within the same exchange as the principal premises, rates and charges for Private Line Type 2001A or Type 2001B channels only apply for the interexchange portion of the channel(s) furnished.
2.	Extension and Tie Line Mileage Charges Other than Within a Centrex System —For tie lines between separate Centrex systems, rates and charges for a Private Line Type 2001B channel apply for the local and interexchange facilities as required, to provide each tie line. For tie lines between a Centrex system and a Private Branch Exchange (PBX) system, rates and charges for a Private Line Type 2001B channel apply for the local and interexchange facilities as required to provide each tie line. In addition to the extension and tie line mileage charges within a Centrex system, when a tie line connecting a PBX and a Centrex system is arranged so that access to or from the exchange and toll network is available at the Centrex termination, rates and charges as specified in Section 3.4 apply.

Verizon New England Inc.

4. Analog Centrex Services

4.2 Superseded Analog Centrex Services

4.2.7 Application of Rates and Charges

- D. **Custom Centrex**—Rates and charges apply for facilities within two airline miles of the serving central office. For locations beyond two miles, additional charges based on cost apply..
1. **Custom Centrex Main Station Line**—The exchange access or system feature portions of a main station line are not offered separately. The monthly rate for a main station line is the total of the appropriate rates for exchange access and system features less \$1.00 for system features on each main station line ordered or installed prior to July 28, 1983, and a \$5.00 reduction applies for system features on each main station line ordered and installed on or after July 28, 1983.
 - a. Vintage I rates and charges apply to systems installed or ordered prior to November 20, 1984, if installed in accordance with the Telephone Company's established installation practice. Vintage I month-to-month rates are no longer available for new installations and are offered only for additions to systems with common equipment in service under Vintage I rates or to customers upon completion of 24 or 48 month OPPs.
 - b. Vintage II rates and charges apply for services ordered on or after November 20, 1984.
 2. **Custom Centrex Extension of Main Station Lines**—When located in an exchange other than that serving the principal premises, channel charges for Private Line Type 2001A channels apply for the interexchange portion of the channel or channels.

4.2.8 Custom Centrex Variable Term Payment Plan (VTPP)

- A. The VTPP rates which apply for Custom Centrex common equipment, main station line system features and night service arrangement are payable over an OPP. Effective May 15, 1998, the VTPP is only available to customers that currently subscribe to the VTPP. Once a customer's current OPPs of 24 months or 48 months expire, the month-to-month payment option will be the only choice. All conditions and regulations pertaining to the VTPP are contained in Section 1, except as specified herein. The monthly rates for the exchange access portion of each main station line and for an extension of a main station line are subject to Telephone Company initiated change.
- B. **Transfer of Service** is not permitted.
- C. **Relocation of Service** is not permitted.
- D. **Termination Liability** applicable to Custom Centrex common equipment, main station line system features and night service arrangement is dependent upon the payment period selected by the customer, as follows.
 1. For systems ordered or installed prior to November 20, 1984.
 - a. For month-to-month, the termination charges are \$8,685.00 for common equipment only, reduced by 1/12 monthly.

Verizon New England Inc.

4. Analog Centrex Services
4.2 Superseded Analog Centrex Services

4.2.8 Custom Centrex Variable Term Payment Plan (VTPP)**D. 1. (Continued)**

- b. For 24 months, the termination charges are 12 months of payments or 60% of the remaining monthly payments, whichever is less.
- c. For 48 months, the termination charges are 12 months of payments or 60% of the remaining monthly payments, whichever is less.
- 2. For systems ordered or installed after November 20, 1984.
 - a. For 24 months, the termination charge is 80% of the remaining monthly payments.
 - b. For 48 months, the termination charge is 70% of the remaining monthly payments.

Verizon New England Inc.

5. **Digital Centrex Services**
5.1 **INTELLIPATH® Digital Centrex Service**

5.1.1 Description	
A.	<p>Intellipath (one of the Pathways family of digital services) is a business telecommunications system in which the controlling dial switching equipment is located at a Telephone Company digital central office that normally serves the principal premises of a customer.</p> <ol style="list-style-type: none"> Effective July 20, 1990, a minimum of six lines is required with this service. Effective October 30, 1999, no new or modified Intellipath service agreements may be established nor may any other Centrex system be converted to Intellipath Centrex. Superseded Centrex service are available only to existing customers for additions to existing systems to meet growth and maintenance requirements during the service agreement period, subject to the availability of in place central office and outside plant facilities. Where customer requested additions require the placement of additional facilities, additional charges based on costs apply.
B.	<p>Standard Features provided as part of the Intellipath offering are as follows. Standard features which are not basic to the system may be activated for individual lines.</p> <ol style="list-style-type: none"> Add on Consultation/Hold Incoming Only enables a station user within a group to establish three-way calling restricted to incoming DID calls to the system. Automatic Callback enables a station user calling a busy station within the system to be automatically connected to the called line when the line becomes idle. Call Forwarding allows a station line to have incoming calls forwarded to another line within the system or to telephone numbers outside the system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. This feature may be arranged to restrict the terminating directory numbers dialed during the activation procedure to intragroup extension numbers. (T) Call Forwarding Busy Line provides for the automatic routing of incoming calls to a preselected station line when the called station line is busy. This feature is not provided on a station line with Call Waiting. Call Forwarding Don't Answer provides for the automatic routing of incoming calls to a preselected station line when the called telephone does not answer within a predetermined number of rings. This feature may be arranged so that only incoming DID calls will be forwarded. (T) Call Pickup allows a station user to answer any call directed to another Centrex line within its preset pickup group by dialing a special code. Call Waiting Terminating allows a station user to receive an audible tone to indicate an incoming call is waiting, if the called lines already in use. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line. This feature may be arranged to allow a station line to receive Call Waiting treatment only on incoming DID calls.

Verizon New England Inc.

5. Digital Centrex Services

5.1 INTELLIPATH® Digital Centrex Service

5.1.1	Description
B.	(Continued)
8.	Directed Call Pickup with Barge In permits a station user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge in to the answered call and be connected to a three-way call.
9.	Directed Call Pickup without Barge In permits a station user to answer a call ringing on another line in the Centrex group by dialing a code.
10.	Inside/Outside Ringing which is offered only from suitably equipped No. 5 ESS central offices provides a unique pattern of telephone ringing to permit the telephone user to distinguish between intragroup and DID calls.
11.	Hunting permits the routing of calls to an idle station in a prearranged group when the called station is busy.
12.	Single-Digit Speed Dialing allows a station user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities.
13.	Station Dial Transfer Individual All Calls allows a station user to transfer any established call to another station in the Centrex system. This is a basic system feature provided on all lines.
14.	Three-Way Calling enables a station user to establish voice connection involving the customer and two other parties. The customer, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party. This is a basic system feature provided on all lines.
15.	Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities. This is a basic system feature provided on all lines.
16.	Toll Diversion permits unrestricted or partially restricted lines of a Centrex system to be equipped so that attempts to dial toll calls or calls over all tie lines, WATS lines, foreign exchange lines, or common control switching arrangement access lines result in the user receiving a reorder tone when a restricted call is dialed.
17.	Trunk Answer Any Station permits any station with a group to dial a code and be connected to an incoming call to the listed directory number of the system.
18.	Two-Digit Speed Dialing Access allows station users to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer changeable speed dialing list furnished contains 30 codes.

Verizon New England Inc.

5. Digital Centrex Services

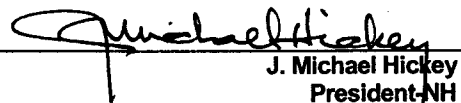
5.1 INTELLIPATH® Digital Centrex Service

5.1.1	Description
C.	Optional Features available with Intellipath offering are subject to availability and are as follows.
1.	Automatic Route Selection (ARS) which is offered from suitably equipped No. 5 ESS central offices only, provides automatic routing of outgoing calls over alternative customer facilities based on the DDD telephone number. The station user dials the ARS access code followed by a DDD number. The system routes the call over the first available special trunk facility (such as Dedicated Toll Free service (DTFS), foreign exchange, or tie lines), checking in a customer specified sequence. Overflow routing to the DDD network is optional.
2.	Call Hold allows a station user to place any established call on hold while leaving the Centrex line free to originate another call.
3.	Call Waiting Originating which is offered only from suitably equipped No. 5 ESS central offices allows a station user to direct an audible tone towards any other line in an established group which is busy. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line.
4.	Loudspeaker Paging which is offered only from suitably equipped No. 5 ESS central offices enables dial access to customer owned loudspeaker paging equipment. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
5.	Night Service permits the routing of calls normally directed to the attendant, to preselected station lines within the system when consoles are not attended. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
6.	Uniform Call Distribution is a form of line hunting which provides for an even distribution of incoming calls among available members of a hunt group.
7.	Station Message Detail Recording (SMDR) —SMDR provides a record of calls originating from Centrex station lines to locations outside of the same Centrex. Facility groups may also be designated as requiring originating and terminating records.
a.	The SMDR record includes the following: (1) the Centrex Line number or incoming facility group which originated the call; (2) the called telephone number, and (3) the date, time and duration of the call; (4) the facility type used for routing the call.
b.	Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
c.	SMDR records are provided to the customer via one of the following three methods: (1) Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. (2) Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days. (3) Internet access where the call records are sent to the customer via the Internet.

(N)

(N)

Issued: October 31, 2002
Effective: November 30, 2002


J. Michael Hickey
President-NH

Verizon New England Inc.

5. Digital Centrex Services

5.1 INTELLIPATH® Digital Centrex Service

5.1.1	Description
C.7.	(Continued)
d.	SMDR is available only where facilities permit and from capable Central Office switches only.
e.	SMDR is not represented to be a provision of billing detail.
f.	Local call records are provided only where available.
g.	Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.
h.	Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.
i.	SMDR customers requesting dedicated access will be provided under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or Internet access for more than 200 lines will be also provided under an ICB arrangement.

(N)

(N)

5.1.2	Application of Rates and Charges
A.	Vintage I rates apply to systems installed prior to April 29, 1992.
B.	Vintage II rates apply to systems installed on or after April 29, 1992. Vintage II is comprised of the following components, both which the customer must purchase.
1.	Features — Consisting of standard features, standard feature capabilities and optional features. Schedule A and B charges apply to this component. Schedule A and B charges for the central office portion are based on airline mileage per customer premises and are assessed per main station line. Airline mileage for main station line conduit facilities are measured from the serving central office to the network interface arrangement at each of the customer's premises. The Schedule B rate includes an amount of 0.38 which accounts for station number assignment.
a.	For distances in excess of three miles charges based on cost apply for conduit facilities.
2.	Access Line — Consisting of network access and conduit. Each customer must pay certain amounts that are attributable to network access and conduit. The amounts are calculated per line. The conduit amount is also distance sensitive. Network access charges are calculated based on the PBX trunk equivalencies shown in Exhibit 5.1.3-2, and the charges may increase or decrease during the life of the contract due to changes in the PBX trunk rate. Conduit charges are priced in ½ mile increments from the serving central office. The network access assessment and conduit monthly rate are added together to comprises the Centrex access line rate which is charges to each main station line extension line for every month the system is in service.
a.	Monthly charges subject to a seven year contract apply to the access line component.
C.	Service Establishment Charges are payable with the first bill following installation.
D.	Premise Work Charges apply as appropriate.
E.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by the Telephone Company at the customer's request subsequent to installation of the line, the standard features subsequent additions or changes S&E charge is applicable.

(X)

(X)

Issued: October 31, 2002
Effective: November 30, 2002


J. Michael Hickey
President-NH

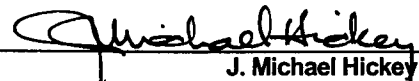
Verizon New England Inc.

5. Digital Centrex Services

5.1 INTELLIPATH® Digital Centrex Service

5.1.2 Application of Rates and Charges	(X)
<p>F. Optional Features— The charges for optional features described in this section are subject to Telephone Company initiated change.</p> <ol style="list-style-type: none"> 1. The appropriate private line channel is required between the serving central office and the customer's premises required per arrangement for the optional features Loudspeaker Paging and Night service. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff shall apply in addition to the rates, charges and regulations for SMDR. 2. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff shall apply in addition to the rates, charges and regulations for SMDR. 3. When SMDR is activated or changed by the Telco at the customer's request subsequent to installation of the associated line, a One Time Charge is applicable (Refer to Part A, Section 3.) 4. Service and Equipment charges only apply to system changes and do not apply to Optional Features changes. 	(X) (X) (N)
<p>G. Exchange Access— Included in the Schedule A charges for main station lines and included in the Schedule B monthly rates for main station lines are amounts that are attributable to exchange access by central office and outside plant facilities.</p> <ol style="list-style-type: none"> 1. Vintage I— The Schedule B monthly rates are subject to annual change to reflect changes in the Consumer Price Index for the previous year. 2. Vintage II— The full amount of the Centrex access line component rate is the amount attributable to exchange access. 	(N) (X)
<p>H. Exchange Usage charges are subject to Telephone Company initiated change.</p> <ol style="list-style-type: none"> 1. Vintage I & II Measured Service-4E— All local messages are provided at the appropriate local usage charges for business measure service-4E. No usage allowance is provided with measured service-4E. 2. Vintage I & II Unlimited Service— Usage charges are based on the total number of main station lines in-service at the end of each customer's billing period. Exhibit 5.1.3-2 specifies the Private Branch Exchange (PBX) trunk equivalencies for main station lines. The monthly rates are multiplied by the PBX trunk equivalency to determine the monthly unlimited service usage charge for the system. 	(X)

Issued: October 31, 2002
Effective: November 30, 2002


J. Michael Hickey
President-NH